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# ***NAVY MWR PROGRAM UPDATE for OSD Offsite Meeting***

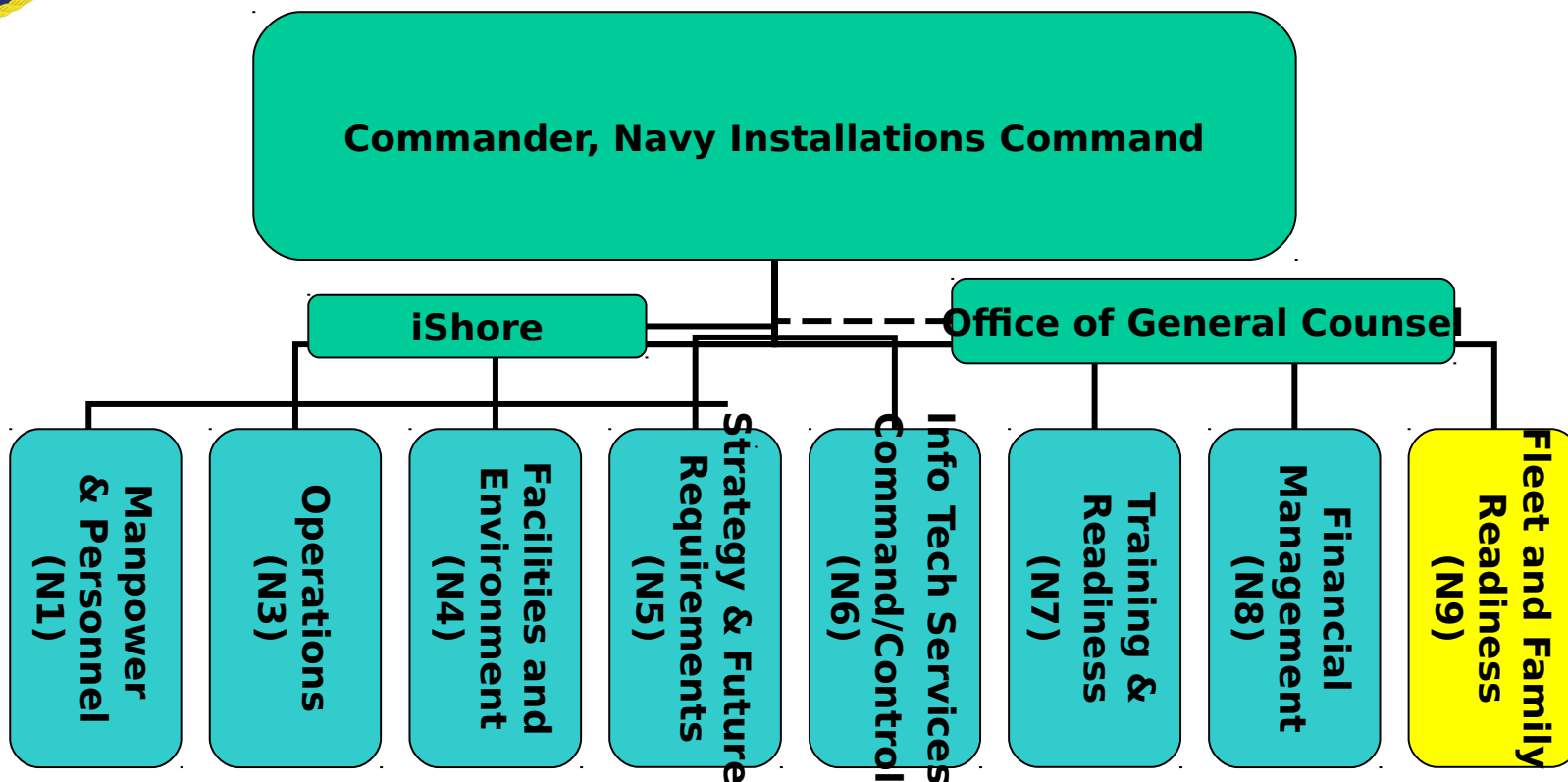


***March 15-17,  
2010***



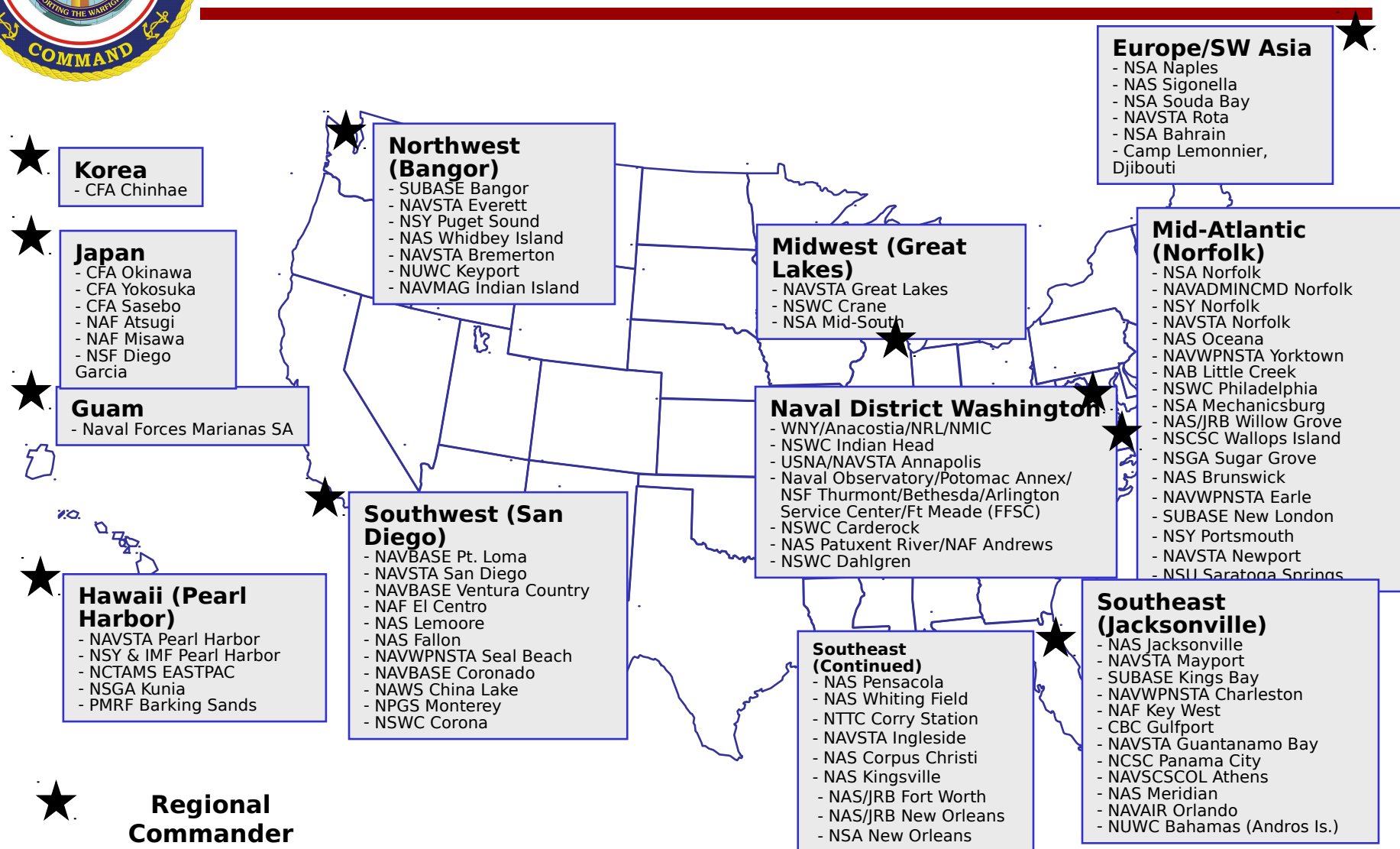


# Basic CNIC HQ Organization





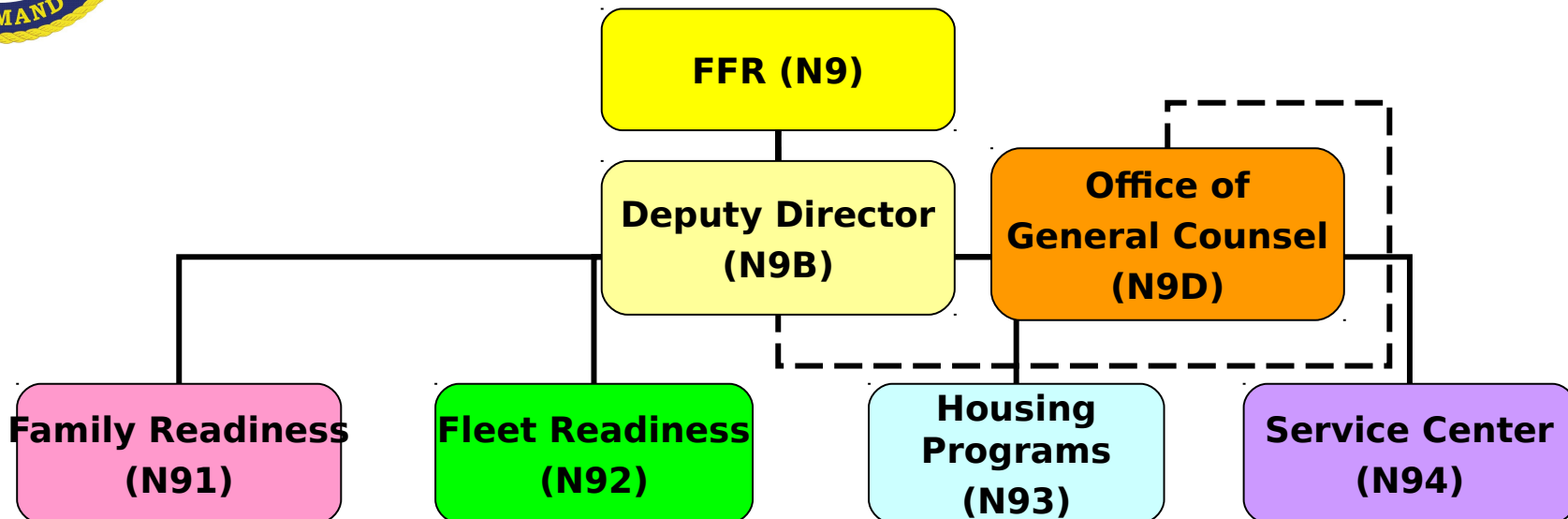
# Regions/Installations





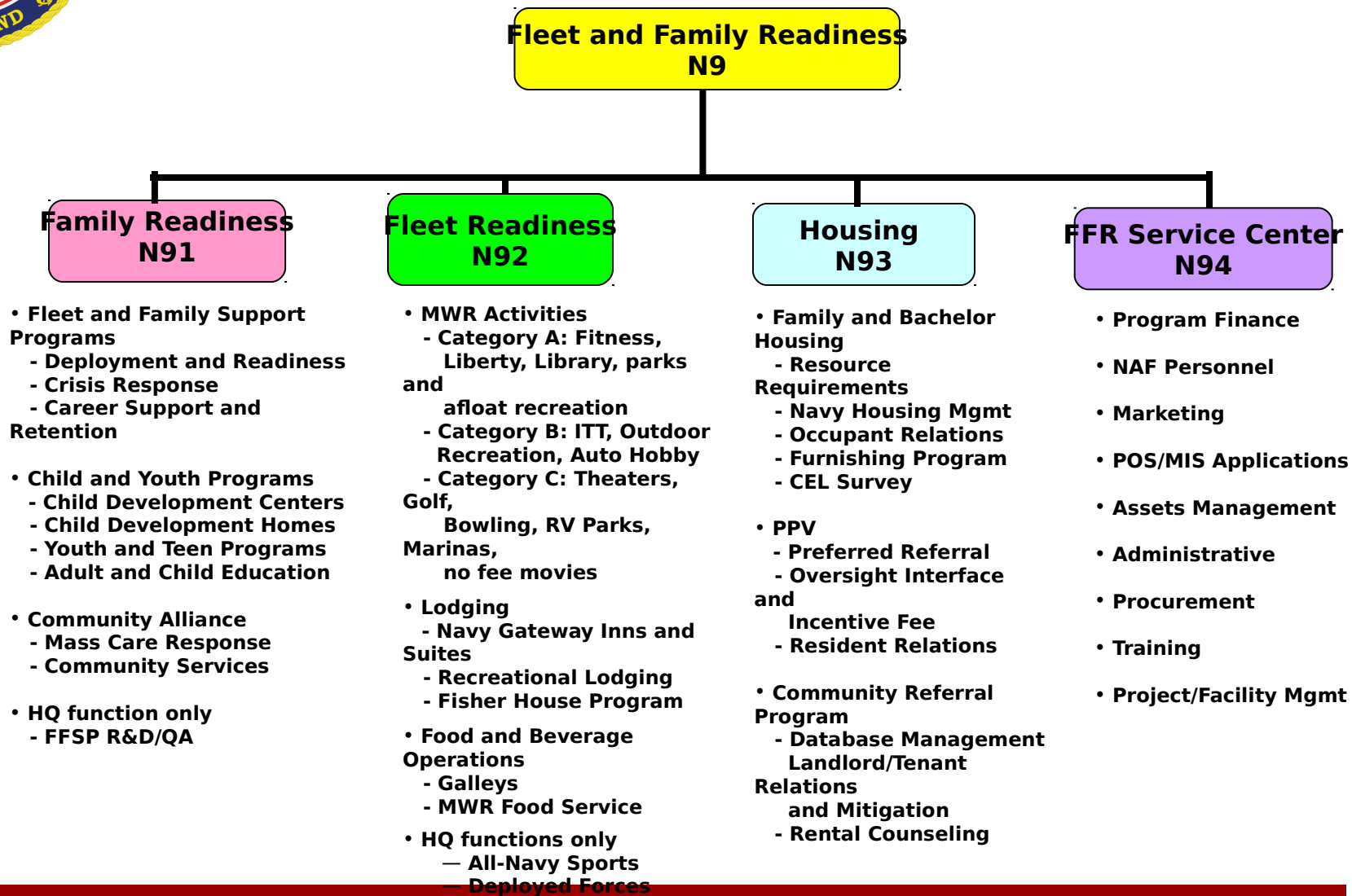
# HQ Fleet and Family Readiness (N9)

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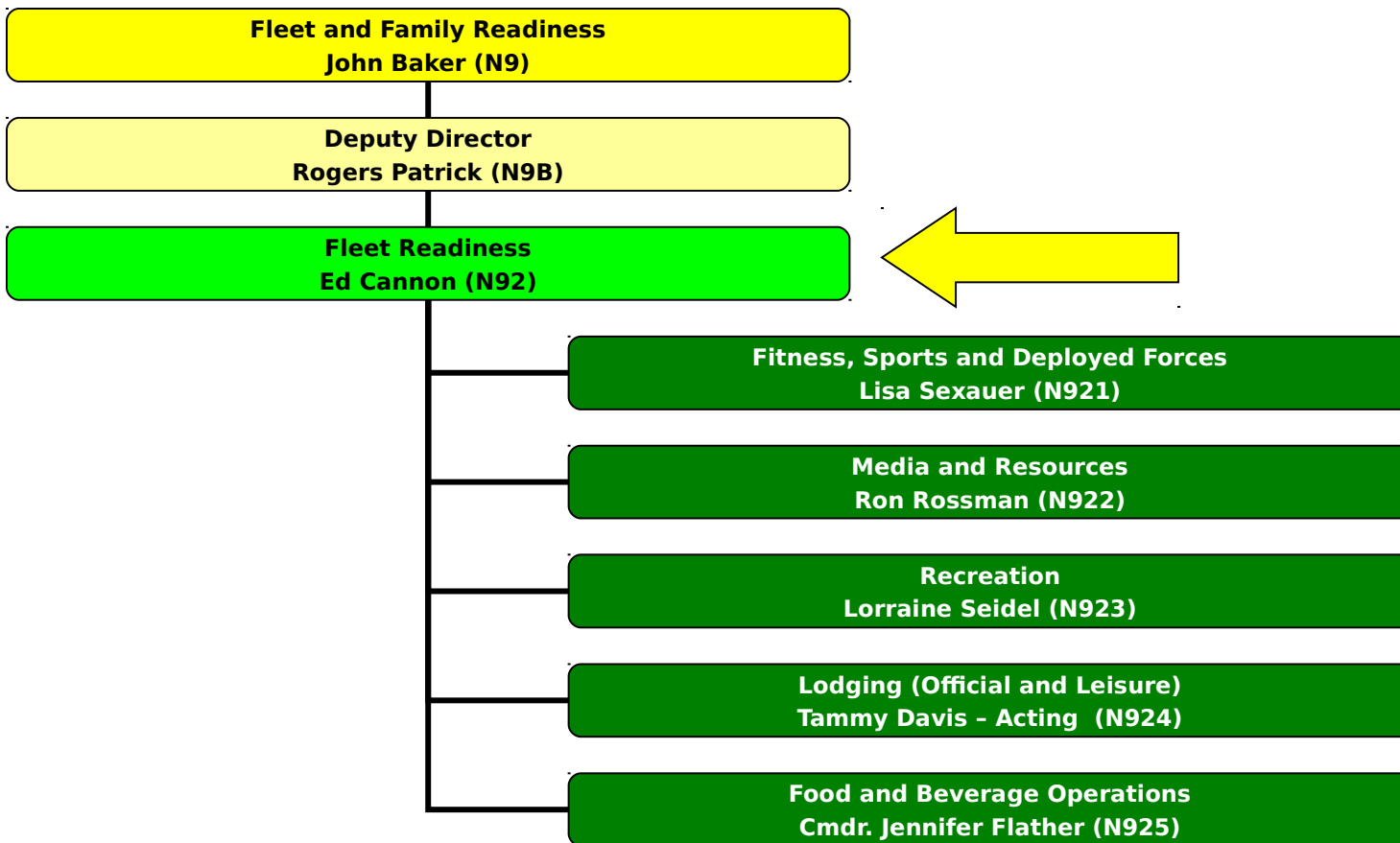
# ***Fleet and Family Readiness (N9)***





# ***Fleet Readiness (N92)***

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# ***N92 - Fleet Readiness***

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**N92 - Division Manager, Fleet Readiness**  
**Ed Cannon 202-433-4538**

**N92 - Program Finance Analyst**  
**Joyce Wright 202-433-4651**

**N92B - Special Interest Programs**  
**Larry Warnken 202-433-4572**

**N921 - Fitness, Sports and Deployed Support**  
**Lisa Sexauer 202-433-0152**

**N922 - Media and Resources Programs**  
**Ron Rossman 901-874-6536**

**N923 - Recreation Programs**  
**Lorraine Seidel 202-433-4575**

**N924 - Lodging Programs**  
**Tamara Davis (Acting) 202-433-3487**

**N925 - Food and Beverage Operations**  
**Cmdr. Jennifer Flather 202-433-4737**



# ***N92B - Fleet Readiness Special Interest Programs***

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**N92B - Special Interest Programs Manager  
Larry Warnken 202-433-4572**



**N92B1 - Civilian MWR/Flying Club Program  
John Shaw 901-874-6627**

**N92B2 - Navy Voting Program Manager  
Lt. Cmdr. Susan Otto 202-433-3619**



# ***N921: Fitness, Sports and Deployed Support***

**N921 - Fitness, Sports and Deployed Support  
Program Manager  
Lisa Sexauer 202-433-0152**



**N921A - Deployed Forces Support  
Doug Butts 901-874-6629**

**N921B - Navy Fitness Program  
Chad Quinn 202-433-9461**

**N921C - Navy Sports Program  
James Senn 202-433-0590**



# ***N922: Media and Resources***

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**N922 - Media and Resources  
Program Manager  
Ron Rossman 901-874-6536**

**N922A - Movie Ashore Field Support  
Joyce Ann Parker 901-874-6535**

**N922B - Movie Afloat Field Support  
Ed McGrath 901-874-6532**

**N922C - Warehouse/Materials Handling  
Brian Jenkins 901-874-6531**

**N922D - Navy General Library Program  
Nellie Moffitt 202-433-9802**





# N923: Recreation

**N923 - Recreation Program Manager**  
**Lorraine Seidel 202-433-4575**

**N923A- Business Operations**  
**Vacant**

**N923B - Entertainment Program**  
**Karen Fritz 202-433-0715**

**N923C- Liberty Program**  
**(Rec Centers/Hobby/IA/WW)**  
**Jane Westbay 202-433-6935**

**N923D - ITT/Outdoor Recreation**  
**Dawn Smith 202-433-6525**

**N923E - Golf Program Manager**  
**Gordon Digby 202-433-3357**

**N923F - Bowling/Marina Programs**  
**Ron Hodgen 202-433-0721**





# N924: Lodging

**N924 - Lodging Program Manager**  
**Tamara Davis (Acting) 202-433-3487**

**N924A - Programs and Policy Analyst**  
**Tamara Davis 202-433-3487**

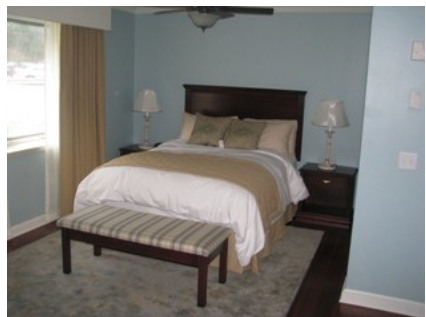
**N924B - Program Financial Analyst**  
**Larry Groves 202-433-4257**

**N924C - Team Lead, Accreditation**  
**Robin Gaines 901-874-6697**

**N924D - Recreational Lodging**  
**Eric Gaines 901-874-6641**

**N924E - Training Manager**  
**Vacant 202-433-3487**

**N924F - Navy Fisher House**  
**Program Manager**  
**Vacant 202-433-3487**





# ***N925: Food and Beverage Operations***

**N925 - Food and Beverage Program Manager**  
**Cmdr. Jennifer Flather 202-433-4737**



**N925A - Recreational Food Program Analyst**  
**Paul Savarese 202-433-4037**

**N925B/C - Galley Program Analysts**  
**Dino Tsakonas 202-433-4640**  
**Michael Bowlin 202-433-0803**





# ***FY09 Focus***

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- Interact more closely on the waterfront with khaki leadership, improve customer services
- Command Fitness Leader training
  - Rolled out January 2009
  - 100 courses scheduled across the enterprise
- Navy Operational Fitness and Fueling Series development
- Mission Nutrition "Train the Trainer" development
- Participating in OSD "Inclusive Recreation" partnership with Penn State University
- Navy Gateway Inns and Suites/Recreational Lodging
  - Development of brand, standardization, furnishings and facility design packages, improved amenities, services and training
- Operations and criteria revisions/updates impact
  - Establish Regional Operations Advisory Groups
  - Program standards revision
  - Evaluation criteria for NAFCON, CAT C performance
  - Strategic plan and business rules development





# ***FY09 Achievements: Deployment Support***

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- Ashore and Afloat Deployed focus:
  - Deployed Support (Fitness, Recreation and Leisure)
  - Movie Program/Theater-in-a-Box
  - Library Multimedia Resource Centers (LMRC)/Playaway Audio Books
  - Remote ground forces - 100 sites
  - IA/Wounded Warrior support
  - No-cost wireless/landline Internet service
  - More than 300 OCONUS Navy Entertainment shows, including ships at sea and oil platforms
- Coordinated effort between CNIC HQ and fleet concentration areas
- Afloat Fitness/Recreation Specialists: 33 (goal: 44)
- Waterfront Fitness Program in Norfolk
  - Resource advocacy for modeling across the enterprise as Fitness Outreach
- Contract awarded for conversion of 8mm tape to encrypted DVD format; rollout starts in FY10
- Fleet being refitted with LMRC units





# ***FY09 Achievements: Fitness***

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- CFL Certification Course
  - Successfully trained 140 fitness instructors across the enterprise
  - Scheduled more than 100 courses for CY2010
  - Certified 1,308 CFL personnel in CY2009
- SHAPE - Fitness for active duty (40 and over)
  - Piloted at Pearl Harbor, San Diego and Joint Forces Staff College
  - Added an injury/pain and fatigue inventory to measured outcomes
  - 11,000 patron encounters in year two of program
  - Implemented real time Web-based data collection tool
  - All evaluation surveys rated the experience as a 5 (scale of 1-5)
- FY09 OSD Supplemental Funding\_
  - 39 Fitness Center renovations and upgrades - \$25M
  - Three modular CDC facilities - \$15M
  - Bahrain and Deployed Forces Support - \$12M
  - MWR kits and pool lifts - \$4.1M; Library materials - \$4.8M





# ***FY09 Achievements: Programming***

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- Inclusive Recreation

- OSD contracted training with Penn State University for all services
  - 20 Navy quotas per year at four 5-day training courses on campus
  - Quotas granted based on proximity to MTFs or demonstrated need
- Fostering inclusion through Wounded Warrior grants
- Participated in National Institute on Recreation Inclusion (Sept. 2009)
- Fisher House Program fosters valued relationship with Wounded Warrior campuses and provides support to family members
- “Re-Creation” of programs to meet needs of tomorrow’s Navy family
  - Future Library services that reflect needs of Sailors and families
  - Food service delivery - campus like
  - Sports/Recreational programs - emerging interests
  - Footprint consolidation/investment - one-stop shops, where viable
  - Lodging reservation Web site offers convenient online reservations, online comment cards, lodging site information, local attractions and more

- Implementing BRAC/Joint Basing

- Services’ traditions vs. best business practices





# ***FY09 Achievements: Wounded Warrior Support***

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- Training from National Institute for Inclusive Recreation and Penn State University addresses unique recreational needs of Wounded Warriors
  - OSD contract with Penn State University for all services
    - Navy has quota of 20 per year at four 5-day training courses on campus
    - Quota granted based on proximity to MTFs or demonstrated need
- Fostering inclusion through Wounded Warrior grants
- Participated in National Institute on Recreation Inclusion (Sept. 2009)
- NRSW working with Navy Medical Center San Diego to offer recreational activities
  - Wounded Athlete Program provides ambulatory sports and fitness activities
- Retrofitting many MWR facilities to ensure access/usability for disabled
  - OSD supplemental funding used to provide pool lift chairs
- Navy purchased specialized golf carts for all Navy golf courses
  - 52 single rider carts purchased
  - Wounded Warrior golf clinics - Seal Beach leader in developing clinics
  - U.S. Golf Association train-the-trainer program to teach Navy golf professionals proper techniques for working with disabled golfers



# ***FY09 Achievements: MWR Outreach***

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- Fleet and Family Readiness (FFR) Facebook page
    - Launched July 2009 to enable two-way communication with Navy “extended family”
    - Goal: Use social networking to expand communication capability and complement official communications with Sailors and families
    - Currently has more than 12,900 fans; partnering with NEX to increase fan base
    - Liberty and Navy Entertainment programs also have Facebook pages
  - FFR YouTube page
    - Allows Navy family to view FFR videos
    - Currently has about 2,500 page views
  - iPhone/iPod Touch FFR application set to launch this spring
    - Ability to input news and events from region
    - About 80 percent of information is available without WiFi upon download
  - New phone texting test program success and rolling out Navy-wide
  - Videos promoting safe driving, voting and conservation shown at Navy base theaters
- 

***er, Navy Installations Command - Supporting Command to the V***



# ***FY10 Way Ahead***

## **Fiscal**

- Revisit NAF capital spending authorization
- Focus investment on food services, where it makes sense
- Program consolidations intended to reduce footprint

## **Workforce**

- Implement training program revision
- Finished relocating program personnel (support remains in Millington)
- Develop and rollout regional Bowling manager training

## **Processes**

- Revise MWR/Lodging Program standards/accreditation processes
- Support Joint Basing through integrated solutions (IT, personnel, facilities)
- MWR accreditation plan
- Continue Armed Forces Entertainment partnerships for celebrity shows

~~• Strengthen ITT joint services role -~~  
**Customer** in service delivery

- Implement SHAPE program (contracted) at Washington Navy Yard, Norfolk, San Diego and Pearl Harbor Rollout Command Fitness Leader training initiative (N1/CNIC joint effort)
- Listen to our customers in REAL time with online comment cards



# ***Top Five Initiatives For FY10***

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- Navy Operational Fitness and Fueling Series launches in June 2010
  - Mission Nutrition Train-the-Trainer Course
  - Upgrade facilities (MWR, Navy Gateway Inns and Suites, Recreational Lodging and Fisher Houses)
    - OSD supplemental funding - \$25M fitness
    - Fitness MILCONS: Mayport and Fallon in design stage; Pearl Harbor and Newport impending ground breaking; North Island elevated to top priority within Navy and funded for design
    - Leveraging enterprise NAF resources
    - Galleys and MWR food services locations need help
  - Operational changes/focus
    - Establish Food Service Regional Operations advisory groups
      - Establish red flag process
      - Marketing for galleys
      - Streamlining prime vendor purchasing
    - Program standards and accreditation revision
    - Evaluation criteria for NAFCON, CAT C performance
    - Strategic plan and business rules development
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# ***Upcoming Challenges***

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- Dwindling APF support
- Future of Category B programs and Category A lodging programs
- Increasing NAF revenues
- Joint Basing “back-of-the-house” issues
- Increasing career development opportunities for staff
- Making IT support PCI compliant
- Telling the MWR and Lodging story



# ***Feedback on MC&FP FY09 Initiatives***

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## **Thank you for FY09 support !**

- Fitness funding is a huge success - Keep it coming!
  - Resulted in highly-visible results to patrons
  - Artificial turf fields, facility improvements
- OCO funding keeps Deployed Support going strong
- Library services greatly enhanced
- OSD customer survey data useful for overall look
  - Suggest every other year cycle, so services can do their own surveys and drill down by base
  - Also avoids “survey fatigue”



# ***Feedback on MC&FP FY10 Proposed Initiatives***

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- Navy MWR supports:
  - Long-term Fitness Facility and Program Improvement Plan
  - POM-12 DoD online Library
  - OCO supplemental funding strategy
  - Alternative MWR funding metrics without CYP
- Navy MWR recommends:
  - Postponing OSD Survey until 2011



# ***Top Three for DoD***

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- Continued APF support for OCO/ Deployments
  - APF supplementals critical to program delivery
- Earmarked APF for MILCON/SRM for Fitness
  - Special minor construction authority for Fitness
- Increased APF funding for Cat B programs
  - Family-oriented recreation
  - Target OSD support